

Appl. No. 09/593,978

PATENT
Docket No. EPI-023 US
7008082001**REMARKS**

In response to the above-referenced Office Action, the Applicants submit the below remarks and respectfully request reconsideration of the application, as amended, in light of these remarks.

The Examiner rejected claims 1-2, 5-9 and 11-15 under 35 U.S.C. 102(e) as being anticipated by EP No. 926,614 (Petrus). Petrus, however, does not teach or suggest the invention as claimed.

The Applicants amended some. The amendments were made to correct typographical errors and to place claims in better form. None of the amendments were made for reasons of patentability.

Petrus discloses a method for alerting a telemarketing agent of a promotion opportunity based on customer activity. See Abstract. In Petrus a telemarketing agent can contact a user either via a telephone, VoIP connection, or email. Because a single telemarketing agent may be servicing a number of customers, Petrus discloses a method of maintaining a queue of communication requests and providing the agent with a graphical user interface displaying information such as customer name, customer priority, duration of a current call, URLs. See Figure 5 and Column 12, lines 28-40. This queue information is displayed only for customers that are in contact with the telemarketing agent. Petrus does not disclose providing an indication of a number of visitors accessing each of the pages within the website. Moreover, Petrus fails to disclose providing a visual comparison of different locations within the website where the visitors are browsing. There is no visual comparison of different locations in the graphical user interface disclosed in Petrus, the graphical user interface simply lists URL of a page that the customer is viewing.

Thus, Petrus does not teach or suggest the invention as claimed, specifically Petrus does not teach at least providing an indication of a number of visitors accessing each of the pages

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within the website and providing a visual comparison of different locations within the website where the visitors are browsing.

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The Applicants submit that the rejections under 35 U.S.C. 102 have been addressed, and withdrawal of the rejections is respectfully requested. The Applicants furthermore submit that all pending claims are in condition for allowance, which is earnestly solicited.

Reconsideration and allowance of all pending claims are respectfully requested. The Examiner may call the Assignee's attorney at the number below to further advance prosecution of this case to issuance.

If the Commissioner determines that additional fees are due or that an excess fee has been paid, the Patent Office is authorized to debit or credit (respectively) Deposit Account No. 50-2518, reference no. 20224489-7008082001.

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Respectfully submitted,

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